Long Range Plan: 2019-2021
(as submitted to Indiana State Library)
Adopted November 6, 2017
Updated 12/31/2018/2019/2020

2019/2020/2021 TECHNOLOGY PLAN

This plan has been prepared to meet the requirements of the Universal Service Discount program.

Library Technology Vision

The Mooresville Public Library [MPL] strives to be the information hub for the community, provide current technologies and high-speed access to the World Wide Web to improve Library services for the community. The Library is both a physical place as well as an information portal, where residents will be able to access the Library 24 hours a day, 7days a week, through its website, electronic resources, and on- site programs and services.
The MPL Staff will have the tools and training they need to work effectively and efficiently by providing and encourage continuous training and development opportunities so they may better serve the public.

Objectives of this Plan

This plan is intended to guide the technological development in the Library for the next three years. It will support the minimal needs of the Library's mission statement, stimulate thought and discussion about the technological needs of our community, provide structure for planning and budgeting in the next three years, provide a base to plan for technology in building redesign and finally, meet the criteria of the FCC for application for the E-rate discount for telecommunications.

Technology Related Goals and Objectives

Responsibility for technology related goals and objectives within MPL fall into two areas of administrative responsibility, <u>Public Services</u> which has oversight of the eBranch including the website, databases and social media communications, and <u>Support Services</u>, consisting of automated and technical services. Between them, they handle most of the support of the current ILS, Evergreen, RFID, staff training, and any Cataloging issues. Some responsibility is divided between the public side and the support side.

Current Technology Environment

The Mooresville Public Library has a hardwired public network of 22 Userful Clients on a pair of cross-redundant servers and 9 standalone Windows PC's. Our staff network has 3 Servers, 17 PC's, 3 laptops, 1 tablet, 1 iPad, 2 Nooks and 1 Kindle. The Library operates with 5 RFID stations, 3 self-check stations, and one autoreturn RFID conveyor/sorter/server 5 of which have thermal receipt printers with one impact receipt printer.   3 RFID gate controllers provide egress security. In addition, MPL has multiple scanning options, fax and copying services available. Staff workstations are the tools used for public services functions, such as checking out

materials, cataloging materials, placing reserves and InterLibrary Loans, updating Library website, answering reference queries and e-mails, and reference database searching.

Telecommunications are provided in the form of a 100 MB Fiber-optic line through ENA. (Educational Network Association) and our membership in the Indiana State Library E-rate consortium, administered by the Indiana State Library. The Library also operates 3 POTS lines supported through AT&T, these lines provide communication with our elevator 911, fire monitoring, and intrusion monitoring companies.

The Library maintains its own website. The Library's website is hosted at Media Temple. The Library provides wireless Internet access inside and outside the building through 5 wireless Internet access points. Access is available to users having hardware equipped with wireless network cards meeting the **Wifi standard IEEE 802.11 a, b, g, n, or ac** or direct data port access with cat 6 cables. The Library uses E*vanced Solution software for program room reservations and program calendar.

Telephone service is provided through AT&T and ENA which handles maintenance of backend telephone equipment and the voicemail system. For presentation hardware in the Community Room and Computer Lab, we have mounted LCD projectors with automatic screen and speakers for audio. The facility has a system wide paging system, a 12-camera security system, HVAC control system, fire suppression, and intrusion monitoring. The server room houses 5 servers and supporting wiring and infrastructure.

Strategic Directive 1
<u>**RESPONSIBLE MANAGEMENT**</u>
The management of the Library strives to maximize the public's return on their investment.

- Utilize technology to minimize the use of paper, provide better access to documents and information, and reduce staff and patron time.
- Evaluate cost and effectiveness of print versus electronic, including publicity, marketing, notices, mailings, reference resources, and serials.
- Expand the use of web-based internal/external training and meetings.
- Evaluate and implement new statistical gathering, analysis and reporting tools that allow for distributed input.
- To continue hardware replacement plan based on a 3-year program plan.

Strategic Directive 2
<u>**PROGRAMS & SERVICES**</u>
Programs and Services for the entire community that is responsive to the community's needs.

- Develop local interest and local history projects appropriate to our community, with an emphasis on web-based access.
- Library staff actively contributes content to our website to ensure that relevant and useful information is provided and available.

- Provide the tools and staff support for Library/patron interactive platforms, such as Overdrive and other downloadable media.
- Provide the necessary infrastructure and training to support demand for online eGovernment and other social service needs.
- Develop services to increase access, convenience and self service options for patrons.
- Continuously review, recommend and adapt workflow procedures to increase efficiency and effectively use new or changing technologies.
- Implement patron self-service options, including upgrading online calendar of events and meeting room reservations, RSS feeds, and self check-out.
- Plan and implement new proactive models of customer service (i.e. roving reference services, dedicated download stations).

Strategic Directive 3
COLLECTIONS
A Library's collection reflects our diverse community in the format, scope and depth necessary to meet current and anticipated needs and interests.
- Plan and implement projects to collect and make local history available in formats that are conveniently accessible.
- Develop online collections and downloadable resources accessible through the eBranch.
- Utilize online surveys to get feedback from in-house and remote users.
- Develop strategies to solicit and analyze feedback from non-users.
- Use statistical reports to analyze data on usage of specific collections, electronic resources and locations.
- Identify ways for users to have input in collection data analysis.
- Enhance and coordinate promotion of the collection online and in person (i.e., book talks, reading discussion groups, book displays, new reader's advisory tools and informational brochures, RSS feeds, user initiated tags and reviews).
- Use patron and staff created reviews, ratings, and tags to promote materials
- Identify venues (online and in person) to distribute information about Library materials to new audiences.

Strategic Directive 4
LIBRARY ENVIRONMENTS
Library Environments, not just physical places but also virtual places, that are welcoming and inviting spaces used for multiple purposes.
- Identify and plan for upgrades, products, and subscriptions that interface with the Integrated Library System.
- Continuously assess patron and staff needs for computer workstations and software, and plan and budget for identified enhancements.

- Meet network capacity demand to support the technology needs of staff and users.

Assessment of Technology Related Services

It is the purpose of this section to provide further detail regarding both the Library's current status in regards to its provision of technology and technology-related services to the public and to staff, and to relate the details of the MPL Library Automation Resources Planning Process that recently began. The process is expected to result in implementation of new technology and systems over the next three years related, at a minimum to our ILS, virtual lab environment, staff training, and RFID automatic materials handling system.

Current Status

MPL has circulation, cataloging, administration, and catalog modules provided by Evergreen Indiana consortium. The Library's ILS operates remotely, server and maintenance is supported by the Indiana State Library. The MPL server rooms houses and maintains five (5) servers. The servers are used for supporting our internal networking, business server, file and document server and routine updates. The age of the main and OPAC servers are a definite concern during the period of this technology plan. The plan includes condensing our current 5 servers into the following configuration, leave 2 alone, move main server to newer hardware and consolidate obsolete OPAC hardware onto newer more robust hardware which will additionally enable us to provide backup services to the main server. This is currently in-progress.

MPL maintains a website at www.mooresvillelib.org. This website is currently hosted at Media Temple. The site utilizes a combination of HTML, XML, Cascading Style Sheets (CSS) and an increasing amount of WordPress. WordPress, the Open Source Content Management Platform, was chosen after much research by the e-Branch staff. WordPress was chosen, not just because it is Open Source, but primarily because there is significant support for it in the Library community as a whole and the software is user friendly for in-house staff usage. There are many libraries and Library support groups that MPL can use as resources, leveraging the effort in this significant technology development area. MPL plans on continuing the development of this critical technology, which is the "front door" to the Library's rich collections and information resources. The environmental scan the MPL Library Automation Resources Committee is undertaking in its first year will also help to guide present and future developments of the site.

The Library uses online (no CD-ROM) subscription databases for both staff and the public. The online databases currently include eighteen subscriptions:
- A to Z
- Ancestry.com
- Britannia Public Library Edition
- Britannia Image
- eSebco

- Inspire
- Cypress Resume
- Gale Legal Forms
- Gale Reference Library
- Heritage Quest
- Hoopla
- Khan Academy
- Legacy Links
- Overdrive
- TumbleBook Cloud
- TumbleBook Junior
- TumbelBook Library
- Wowbrary

The Library has a total of 30 workstations dedicated to the public for free and open Internet access. One dedicated Microfilm reader. Five specific Childrens' learning computers; one of which has internet access. In addition, there are five Wi-Fi access points dedicated to public use. The wireless networks provide free and open access within the Library to patrons with their own laptops or netbook computers. This access extends to the parking lot and our courtyard, allowing patrons and the local police and sheriff's departments to use the Library to file their reports during the night while providing a security presence. Finally, 5 additional computers are dedicated to the use of the Library's OPAC (online public access catalog).

The Library will investigate cell phones and air cards for basic communications to be assigned to administrative staff. There is expected to be minimal growth in the use of cell phones and air-cards over the next three (3) years.

Patrons can print from the public lab using Ricoh networked printer/copier. The public printer is a networked laser printer using black toner; however, color printing is available. The Ricoh is a Google Cloud designated printer available to the public and Mooresville School Laptop users. Additionally, patrons may upload or email from onsite or home, meaning that anyone without a printer or a broken printer can arrange their printing from home and come to Library to pick it up. Apple wireless printing is being investigated at this time so native air printing is not yet available.

Staff currently has 17 Internet accessible workstations/laptops for their use. All public and staff workstations have dedicated or networked printer access. Staff networked accessible laser printers for color and black and white printing. All staff workstations have virus detection software and Microsoft Office 2007 Professional or higher installed.

During the past year MPL has scrutinized its bandwidth utilization to determine whether the Library was purchasing enough bandwidth to meet the growing demand for access to the Internet by its public and its staff. Bandwidth was increased from 20 MB in 2014. to 100 MB in 2015 using a synchronous 2-way fiber interconnect to ENA, and current

studies show that usage does "bump" in mid-afternoon on a regular basis, but not as yet to the detriment of service. This situation is constantly being monitored with the recent increase finally giving us the headroom to grow without impact hopefully for the foreseeable duration of this technology plan.

The Technical Services Department uses OCLC Connexion for cataloging and interLibrary loan services are managed using software installed on a dedicated server at the Headquarters branch.

As new technologies are identified and/or implemented at the Library, workshops and other training opportunities are identified for staff. For example, during 2012, MPL held several staff workshops for training opportunities for the ILS, databases, online resources and e-reader technology.   Ninety-five percent [95%] of staff participated in the training and completed the extensive training.

Three Year Long Range Plan

The Library has embarked upon a three year long range technology study to plan, develop and implement a planned response to current and future changes in the Library technology universe that will directly impact MPL in the short and medium term.

As part of that due diligence, MPL will form a high level Technology Committee, consisting of administrative level staff from all divisions of the Library, to do an environmental scan of the Library technology marketplace, and MPL to determine the following:

1. What products and services are available or are on the horizon in the next three years that are reasonable for MPL to be looking at?
2. What does MPL need in a Library Automation system? What modules and parts? What improvement would the Technology Committee suggest to the Evergreen Indiana consortium?
3. What should MPL be purchasing from the Open Source marketplace?
4. What do our patrons expect from technology from their experiences at other places like Amazon, Barnes and Noble, Target, and Home Depot? What do they expect from shopping online? What do they expect from customer service in person that can be assisted by our technology that they experience indirectly?
5. What should MPL host in-house, what should we outsource completely, what should we purchase as software as a service, such as Microsoft 365?
6. How much technology training does our IT staff need? How much technology training does our public services staff need to help patrons with our publicly available technology? How can we best assist our public?
7. What does MPL need/want/expect from the Evergreen Indiana consortium (OPAC)? What do our patrons need/want/expect?

These questions are only the beginning. The first year, the committee will perform the environmental scan. It will also spin off sub-committees to work on specific parts, as

these questions will get into a lot of detail, and domain expertise will be required in some areas. The second year, the committee will go through the required process to set up purchasing, probably and RFI and/or RFP, for necessary purchases. The third year will be the procurement and implementation phase of products identified in the Environmental Scan.

Implementation

The Long Range Technology Study that is being developed by the Library Automation Resources Committee which will recommend the features or modules that need to be available that can be included in or which to work with the next generation ILS.

MPL through its annual budget process systematically replaces older PC workstations and attempts to standardize hardware configurations by brand and model whenever possible. This results in better maintenance and a smaller parts inventory. All PCs scheduled for replacement are evaluated for usefulness and a determination is made by the Automated Services Department whether the equipment can be used elsewhere for less demanding applications, for spare parts, or surplus. This plan has produced a predictable budget and keeps hardware available for the staff and the public to access the Internet or perform computer dependent work.

Network servers, related wiring and telecommunications hardware are evaluated, replaced or combined as necessary to give MPL capacity for the foreseeable future including any additional services. The network servers and telecommunications equipment range from one to eight years old. Data throughput is constantly monitored and the data network equipment is annually evaluated to ensure sufficient network bandwidth, data storage capacity and processing power to support MPL functions. Upgrades will be made as needed and server replacement is planned through the Library's annual budget process. Typically, additional funds are budgeted in a reserve manner to anticipate the constantly higher demand for data circuit and ISP bandwidth. These reserve funds allow the network to be expanded when capacity is reached or exceeded.

Networked laser printers will continue to be used in the Library. A five year life cycle is used for budgeting of replacement printers. Printing costs are monitored and evaluated at the end of each fiscal year allowing more accurate forecasts of our year capital and operating costs. Limited staff will have access to color laser printing capability. Thermal receipt printers will be used to reduce noise at circulation desks.

Annually, during the District's budget review process, the Automated Services Department will evaluate the effectiveness of the existing equipment and software. Major changes within the next three years include the continual upgrade of network routers and switches. Additional changes within the next three years include exploring different options for cost efficiently increasing bandwidth and partnerships/collaboration. At a minimum, based on current use, the Library will maintain a minimal of 100 Mb.

Evaluation and Training

MPL will continuously monitor technology and communication services and the need for changes or improvements. As necessary, this Technology Plan will be amended to incorporate unanticipated new technologies and related services that impact the Plan.

MPL will implement comprehensive statistical gathering and client measurement methods to analyze the effectiveness of its technology. The methods will include the continued use of a web counter and the counting of other PC-based applications (number of persons, number of uses and public access computer wait times), surveys and feedback via the MPL homepage, electronic and in-house suggestion boxes, and other means as appropriate. The quantitative data gathered will be used to measure the Library's technology use against comparable data. The quantitative data gathering process has been refined to provide better data for evaluation purposes, while the package itself allows for more and better reporting tools.

Qualitative data will be used to enhance information services, for planning equipment and software (with recommended features) purchases, and for the identification of training needs by the public. Staff training and equipment needs will be addressed directly to staff for their input throughout the year and especially in the annual budget preparation process.

Training will be provided through in-house programs, training grants, conference attendance, WebJunction workshops/classes/webinars and other methods as available. A line item for training is incorporated in the yearly budget process.

Database and Collection Development Issues:

It is the intent of the Library to select online databases using the same criteria as for the selection of any Library material. Collection selection and development criteria should be as consistent as possible across all formats. Therefore, timeliness, price and accessibility will be considered with all information services procurement. Criteria established are:

> 1. Serves an identified collection need of MPL (i.e. genealogy, investments)
> 2. Solves an identified problem in another way (i.e. the Auto Repair Reference Center saves the purchase of significant numbers of Chilton's manuals)
> 3. Fills in a needed gap that is not covered by the INSPIRE index/database provided by the state of Indiana
> 4. Gets used significantly (i.e. Ref USA, World Book encyclopedia)

The continuing increase in use of electronic books and e-audiobooks will also impact collection development. The Library has built a significant collection of e-books and e-audiobooks and will continue to add to this collection. In 2011, MPL purchased access to

Tumblebooks, eSebco and Overdrive. Usage of these resources will be evaluated and used to make future plans for non-print budgeting. The advent of new e-readers from Amazon, Sony, and Barnes and Noble, as well as the increasing popularity and decreasing price of other devices, is driving usage upward. This format is becoming an ever increasing part of the Library's collection development "pie", as circulation and interest rise.

Plan Budget or Cost Estimate

Category	Year One	Year Two	Year Three
Telecommunications			
Voice (including long distance	$ 8,000	$8,500	$ 9,000
Data	$10,000	$10,000	$10,000
Cellular	$500	$600	$700
Internet Service Provider	$ 22,000	$ 24,000	$ 26,000
Equipment			
Server(s)	$ 20,000	$ 5,000	$ 5,000
RFID Workstations	0	0	$ 20,000
Printers	$ 12,000 [contract)	$ 15 000 [contract)	$ 18,000 [contract)
Hubs/Routers	$ 2,000	$ 1,000	$ 2,000
Laptops	$ 5,000	$5000	$5,000
Other-Monitors, scanners	$3,000	$3,000	$ 3,000
Software	$7,200 (update)	$ 4,200	$5,000
RFID			
Purchase	unplanned	$ unknown	unknown
Maintenance Cost	$12,000	14,000	$ 16,000
Other maintenance	$14,100	$14,900	$15,500
Maintenance Expense			
LAN			
WAN			
File Servers	$ 5,000	$ 5,000	$ 5,000
PC & other workstations	$10,000	$10,000	$10,000
Consulting	$15,000	$18,000	$20,000
Cabling & Electrical			
Cable Drops	$ 2,000	$ 2,500	$ 2,500
Electrical outlets	$2,000	$2,000	$ 2,500
Training	$ 5,000	$ 5,000	$ 5,000
TOTALS	$ 286,800.00	$ 133,700.00	$ 146,200.00

Annual Goals

Goal: To continue hardware replacement plan based on a 3-year program plan.
Action Plan: In accordance to the MPL computer hardware replacement plan, computers will be replaced based on the 3-year program. Optimal computers will be rotated to other station, based on a Belarch summary review of each CPU, and other computers will be surplus and presented to the MPL Friends of the Library organization for re-sale or donate to local not-for-profit organizations for their use.
Staff Involved: Library Director, IT Systems Administrator, and MPL Technology Committee
Impact: Our service district includes over 13,000 residents and the Library's mission to provide equal access to information and technology. This plan supports the mission by keeping up-to-date technology.
Funding: Operating Budget.
Evaluation: This goal will be assessed each year based on the Library's 3-year replacement plan.
Year completed: Annual

Goal: To continue to provide technology in-service opportunities for staff
Action Plan: To establish an annual staff in-service calendar that will target computer competencies skills and encourage continuing education opportunities.
Staff Involved: Library Director, IT Systems Administrator, Youth Services Librarian.
Impact: A well-trained and knowledgeable staff is valuable to the entire community.
Funding: Operating Fund and grants
Evaluation: In the first quarter, the staff will be surveyed to assess the computer competency levels. Using this data, the in-service will be planned to offer optimal workshops to train the staff f. Following the staff in-service the staff will be re-surveyed to track their advancement. This will keep staff in compliance with the Stat Library's LEU State Certification program.
Year Completed: Annual

Goal: To participate and host District 4 IT Roundtables.
Action Plan: It behooves us to participate and even host District 4 IT roundtables. The resources and networking are invaluable to this area of operation.
Staff Involved: Library Director and IT Systems Administrator
Impact: Our service district includes over 13,000 residents and the Library's mission to provide equal access to information and technology. Participating in the quarterly roundtables offers current technology, shared resources, and even troubleshooting opportunities.
Funding: Operating Budget.
Evaluation: This goal will be evident by the knowledge we bring back to our own environment.
Year completed: Annual

Goal: To participate and serve on Evergreen Indiana Committees.

Action Plan: It is critical for a consortium to be supported by its members and for us to participate and even host District 4 E.I. Committee meetings support the program and growth of our consortium. The resources and networking are invaluable to this area of operation.
Staff Involved: Any MPL team members who wishes and has a working knowledge of the E.I. system.
Impact: Our service district includes over 13,000 residents and the Library's mission to provide equal access to information and technology. Participating in the quarterly roundtables offers current information and a voice in the expansion and services offered by our consortium.
Funding: Operating Budget.
Evaluation: This goal will be evident by the knowledge we bring back to our own environment.
Year completed: Annual

2019 Goals

1. **Goal:** Upgrade File Server hardware equipment
    Action Plan: Implement the replacement of current File Server
    Staff Involved: Library Director, IT Systems Administrator, MPL Technology Committee, third party vendor.
    Impact: Provides a secure and efficient file system for staff to perform their tasks.
    Funding: Rainy Day Fund/ Operating Fund
    Evaluation: The lack of IT requests for troubleshooting and equipment down time.

2. **Goal:** Consolidate server hardware environment, reducing server equipment.
    Action Plan: Purchase a server that will support this project for 5-10 years.
    Staff Involved: Library Director, IT Systems Administrator, MPL Technology Committee, third party vendor.
    Impact: This would save replacement cost of individual server, provide backup and security,
    Funding: Operating fund
    Evaluation: The convenience of condensing multiple servers, energy efficiency, shared resources and fiscal and time savings.

3. **Goal:** Upgrade Microsoft Exchange software
    Action Plan: Bring Exchange or email up to date.
    Staff Involved: Library Director, IT Systems Administrator, MPL Technology Committee, third party vendor.
    Impact: Staff will have access to email that is used as the primary communication at the Library. They will be able to access it from any computer with Internet access.
    Funding: Operating fund
    Evaluation: Improved communication between staff members.

4. **Goal:** Collaborate/ Share Technical support & resources
    Action Plan: Continue a partnership/ with Mooresville Consolidated School Corporation, Danville Public Library, and/or other outside vendors.

Staff Involved: Library Director, IT Systems Administrator, MPL Technology Committee, third party vendor.
Impact: Savings and collaboration to save money
Funding: Operating fund
Evaluation: Collective positive results and IT environment, both parties benefit.

5. **Goal:** Investigate adding pay by credit/debit card to our ILS
    Action Plan: To seek costs and procedures to add the services of paying fines and fees by credit or debit cards.
    Staff Involved: Library Director, IT Systems Administrator, MPL Technology Committee, third party vendor, Business Manager, and Circulation Coordinator.
    Impact: Convenience for our patrons and most likely more fees collected.
    Funding: Operating fund
    Evaluation: Our patrons have been asking for this option for years.

6. **Goal:** Investigate in-house and circulating mobile devices
    Action Plan: To seek costs and procedures to add the option for in-house and circulating mobile devices that our patrons could borrow.
    Staff Involved: Library Director, IT Systems Administrator, MPL Technology Committee, third party vendor.
    Impact: Convenience for our patrons and a valued service
    Funding: Operating fund and/or Rainy Day
    Evaluation: The statistics of circulation of mobile devices.

2020 Goals

1.   **Goal:** Update our file server Backup options
    Action Plan: Purchase a solution to protect our files, convenient access, and retrieval.
    Staff Involved: Library Director, IT Systems Administrator, MPL Technology Committee.
    Impact: This project will make our IT environment stable and protected from lost files/data.
    Funding: Operating
    Evaluation: No lost data!

1. **Goal:** Digitalization of MPL historical documents and pictures
    Action Plan: To seek volunteers to assist with scanning photos and documents. Create a database to organize and index the Library's collection.
    Staff Involved: Indiana Room Librarian, Director, IT Systems Administrator, MPL Library Technology Committee
    Impact: This project will make the Library's collection of historical documents and picture readily accessible via the Internet
    Funding: Grants & In-Kind
    Evaluation: A web counter will be installed on the page that launches the historical documents. The data will be recorded monthly.

2. **Goal:** Evaluate print materials versus non print materials purchases
Action Plan: Investigate what databases provide access and information that would offer better collection development options, print versus non print.
Staff Involved: Indiana Room Librarian, Director, IT Systems Administrator, MPL Library Technology Committee
Impact: To improve patrons' access and use of the library's collection.
Funding: Grants & In-Kind
Evaluation: Circulation data will be recorded and evaluated.

3. **Goal:** Add device charging stations throughout the library.
Action Plan: To research the needs of our patrons. More and more patrons are bringing their own devices and need the tools to support them.
Impact: Public will be able to use and recharge mobile devices conveniently.
Staff Involved: Director, IT Systems Administrator, MPL Technology Committee
Funding: Operating and/or Rainy Day
Evaluation: Assessment will be collected via surveys of Library users.

4. **Goal:** Update our website, create a mobile app and Ask a Librarian
Action Plan: Hire a professional to redesign our website, create a mobile app and other online services, such as Ask a Librarian.
Impact: Public will be able to access our cyber branch conveniently.
Staff Involved: Director, IT Systems Administrator, MPL Library Technology Committee
Funding: Operating and/or Rainy Day
Evaluation: Assessment will be collected via surveys of Library users.

2021 Goals

1. **Goal:** To implement a maker space
Action Plan: To expand our technology capabilities providing a maker space. The Library would purchase the equipment for the maker space and host classes.
Staff Involved: Director, IT Systems Administrator, MPL Technology Committee.
Impact: There is an interest in our community for a Maker Space to explore opportunities with technology.
Funding: Operating Budget, Cook & grants
Evaluation: The overall usage of the Maker space, surveys and participation of the community to take advantage of the training workshops.

2. **Goal:** Upgrade public computer lab's server. Userful.
Action Plan: By 2018 our Userful platform for our public computer lab will be 4 years old and the technology will have changed.

Staff Involved: Director, IT Systems Administrator, MPL Technology Committee.
Impact: A new platform will create the environment that the community expects at the Library. It will allow fast access to the internet and applications that are requested by our patrons.